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PATENT APPLICATION  
 Attorney Docket Nos.: 8598/8473  
 Date: 12/13/00

Assistant Commissioner for Patents  
 Washington, D.C. 20231  
 ATTN: BOX PATENT APPLICATION

NEW APPLICATION TRANSMITTAL

Transmitted herewith for filing is the patent application of  
 Inventor(s): Parker et al.

For (title): Interaction-Based Servicing of Business Customers

Enclosed are:

- 4 sheet(s) of drawings. (INFORMAL)
- An Assignment of the invention to NCR Corporation
- Unexecuted Declaration enclosed.
- Material information pursuant to 37 CFR §1.56.
- It is expressly requested that the U.S. Patent and Trademark Office commence national processing of the above-entitled international application under the provisions of PCT Article 23(2) and 35 USC 371(f).

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The filing fee has been calculated as shown below:

CLAIMS AS FILED

FOR	NUMBER FILED	NUMBER EXTRA	RATE	FEE
TOTAL CLAIMS	20 - 20	= 0	x \$18	0.00
INDEPENDENT CLAIMS	4 - 3	= 1	x \$80	80.00
		BASIC FEE		\$710.00
		FILING FEE		\$790.00

Applicant(s): Parker et al.  
Attorney Docket No. 8598/8473  
Express Mail No: EL604133851US

- [X] The Commissioner is hereby authorized to charge any fees under 37 CFR §1.16 and 1.17 which may be required during the pendency of the application to Deposit Account No. 14-0225. Two copies of this sheet are enclosed

James M. Stover  
Name of authorized person

James M. Stover  
Signature of authorized person  
NCR Corporation

"Express mail" mailing label number EL604133851US

Date of Deposit 13 December 2000

I hereby certify that this correspondence is being deposited with the United States Postal Service "Express Mail Post Office to Addressee" service under 37 CFR §1.10 on the date indicated above and is addressed to the Commissioner of Patents and Trademarks, Washington, D.C. 20231.

PAUL J. MAGINOT  
(Name of Person Mailing application)

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